

Deno Perdiou Director - Regulatory 555 East Cook Springfield, Il 62721 T: 217.789.5174 F: 217.789.5223 dp2953@att.com

## **ORIGINAL**

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

April 25, 2007

98-0252/98-0335/00-0764

Ms. Elizabeth A. Rolando Chief Clerk Illinois Commerce Commission 527 East Capitol Avenue Springfield, Illinois 62701

Re: Alternative Regulation Service Quality Measurements, March 2007

Dear Ms. Rolando:

COMMERCE COMMISSION

2001 APR 25 P 2: 0°

CHIEF CLERK'S OFFICE

Illinois Bell Telephone Company ("AT&T Illinois" or the "Company"), with this letter, submits the March 2007 results of the alternative regulation service quality measurements. These measurement results implement the Commission's requirements pursuant to its review of alternative regulation (See Illinois Bell Telephone Company Application for Review of Alternative Regulation Plan, Docket 98-0252/98-0335/00-0764 (consol.), Order, released December 30, 2003 at pages 179-221; See also Illinois Bell Telephone Company 2005 Annual Rate Filing, Docket 05-0231, released June 28, 2005, at page 41).

An additional copy of this memorandum is enclosed. Please stamp-file and return to the undersigned.

Sincerely,

Deno Perdiou

Director - Regulatory

Deno Rendion (SB)

Attachment

## Illinois Bell Telephone Alternative Regulation Service Quality Report 2007

•	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	E	Alternative Regulation Benchmark
<u>Measure #1:</u> Installation within 5 Business Days	93.55%	97.10%	96.91%										95.87%	90.00%
Measure #2: Trouble Reports per 100 Access Lines	1.32	1.21	1.66										1.40	2.66
<u>Measure #3:</u> Out-of-Service over 24 Hours	6.41%	5.21%	3.48%										4.89%	5.0%
Measure #4: Operator Speed of Answer- Toll, Assistance and Information	4.03	3.70	3.46										3.74	5.65
Measure #5: Repeat Trouble Rate Installation	12.15%	12.81%	2.30%										8.46%	16.90%
Measure #6: Repeat Trouble Rate Repair	9.31%	%29.9	8.61%										8.27%	13.92%
Measure #7: Missed Installation Commitments	4.29%	4.20%	4.82%										4.48%	10.00%
Measure #8: Missed Repair Commitment	3.59%	3.89%	3.46%										3.62%	9.58%
Measure #9 <u>:</u> Average Speed of Answer-Repair	21.60	38.78	52.10										38.15	60 secs
Measure #10: Average Speed of Answer- Customer Calling Centers	73.01	50.70	80.93										68.85	eo secs